



## DEPARTMENT COMPUTER SUPPORT SPECIALIST 2

**Department:** Various  
**Job Class #:** 630500  
**Pay Range:** Professional 29

**FLSA:** Non-Exempt  
**Represented:** Both  
**CSC Approved:** 09/14/10

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

**GENERAL FUNCTION:** An employee in this classification provides a broad range of technical support to departmental staff in the Information Technology related areas of desktop support, web development, hardware and network setup, testing, security, inventory, and troubleshooting.

**SERIES CONCEPT:** The Department Computer Support Specialist 2 is the second level in the series. This position is distinguished from other levels in the series by the complexity of work and the level and scope of supervision received.

### **ESSENTIAL FUNCTIONS:**

- Implement and support department technology services to keep the department's computer systems maintained.
- Troubleshoot and resolve various issues related to workstations and related hardware/software on multiple computing platforms. Isolate location or level of failure and remedy per IT standards or work with IT to fix problem.
- Recommend technology solutions based on research, knowledge, and adherence to IT Division standards and documentation.
- Advise management on departmental IT needs. Act as a liaison between Information Technology and the department to communicate county-wide IT plans and direction.
- Request login account creation, modifications, and removal from central systems such as Active Directory, email, financial systems, and SUN. Assist department staff with resetting and changing their account passwords.
- Work with department management to obtain authorizations for setup.
- Set-up and issue PC's, laptops, and other hardware to department staff following IT Division standards.
- Upgrade software and apply patches as required. Test software applications. Research and implement software solutions.
- Set-up project timelines/plans in conjunction with other departmental staff.
- Research and purchase computer equipment and supplies following IT Division standards.
- Organize and maintain inventory of computer equipment and supplies. Assist with disposal of surplus equipment. Track hardware/software licensing for department.
- Develop and provide user training for departmental staff.
- Run and verify daily network backup.
- Develop complex spreadsheets, queries/reports, and statistics for department management by importing data from multiple applications.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays, and overtime.

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#### **OTHER JOB FUNCTIONS:**

- May assign work to a specific work unit and ensure tasks are completed correctly and timely.
- May approve leave requests and work schedules.
- May provide input on performance evaluations.
- May participate as an end-user developer.
- May assist with database or spatial analysis.
- May participate in departmental technology budget planning.
- May participate in technology related committees or lead technology related user groups within their depts.
- May serve as liaison with system vendors.
- May develop web pages using Internet Content Editor. May review and update content of web pages.
- Perform other job functions as assigned.

**SUPERVISION RECEIVED AND EXERCISED:** Work is performed under the supervision of a technical or administrative superior. Work is reviewed through meetings, reports, and results achieved and compliance with regulations and policies. The Department Computer Support Specialist 2 may lead the Department Computer Support Specialist 1. Standard methodologies, training, technical assistance, and guidance are provided by the Information Technology Division of Finance.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Department Computer Support Specialist 2 typically works in an office environment on a daily basis; positions in the Sheriff's Department may work within a confined area of a maximum security correctional and detention facility and may be exposed to the inmate population. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties. Lifting requirement of up to 50 pounds.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

##### **Knowledge of:**

- Current information technologies and trends of/in the hardware and software industry (e.g., PCs, laptops, and wireless technologies).
- Activities, technology business operations, information systems policies and procedures of the assigned department and the Information Technology Division of Finance.
- Windows operating systems and software applications.
- E-Mail systems and internet.
- Planning, installation, and troubleshooting software and hardware (including configuration as well as network connectivity).
- Testing methodologies.

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#### Skill in:

- Troubleshooting and investigating hardware and software problems and providing solutions.
- Project management.
- User administration.
- Data analysis.

#### Ability to:

- Define, track, and provide or obtain solutions to department information technology problems.
- Organize and interpret data in a concise, accurate written format according to technical, departmental, and County standards.
- Plan, coordinate, and implement information technology projects.
- Learn and troubleshoot internal applications.
- Work independently and as part of a team.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Plan, assign, and coordinate work of co-workers.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

**MINIMUM REQUIREMENTS TO APPLY:** A Bachelor's degree in computer science, data processing, education, business or public administration, engineering, or related field and two or more years of information technology applications and systems experience is required. Additional education or experience may substitute for the recruiting requirements.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** Prior to being hired in any county department in which compliance with the US Department of Justice CJIS security policy is mandated, a candidate must successfully complete the required background investigation, which may include fingerprinting, physical examination, behavioral assessment, and polygraph. Thereafter, employers must continue to meet CJIS standards and requirements. A valid Washington State driver's license may be required when travel is required of the position.